

A2011-95

Received

OCT 31 2011

Office of PAGR

Postal Regulatory Commission
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Box 65
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October 27, 2011

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POSTAL REGULATORY
COMMISSION
OFFICE OF THE SECRETARY

To Whom It May Concern:

This is a direct response to my appeal the closing of the Carolina, WV Post Office. As stated in my previous letter, it is unlawful to close our office for purposes of financial reasons, which seemed to be the main reason stated in the Final Determination letter. According to Title 39 Section 101 (b) of the US Code, "The Postal Service shall provide maximum degrees of effective regular postal service to rural areas and small towns where post offices are not self-sustaining. NO SMALL POST OFFICE SHALL BE CLOSED SOLELY FOR OPERATING AT A DEFICIT, it being the specific intent of the Congress that *effective* postal services be insured to resident of both urban and rural communities."

Our appeal is Docket A2011-95 and the names on the enclosed petition would like to go on record as requesting a waiver from filing electronically. *Nowhere in the process, from the original letter of study, the six-page Final Determination letter, and the five-page appeal letter sent to me, did it notify the patrons of this office about filing online for our comments to be "official."* Only after the appeal was made and a postcard campaign was launched did the residents find out that basically those comments went to an obscure file. It is ironic that the Postal Service won't accept the comments sent via the Post Office and prefers us to use the Internet! That being said, this petition reiterates that want our voices heard **for the record** and **ALL 270+ signatures request a waiver from filing electronically.** Keep in mind, the Carolina Post Office has 185 boxholders, according to your study.

As also evident by the enclosed petition, the majority of the community doesn't believe we will have effective service provided if we are to replace our Post Office with rural route delivery and cluster boxes. I will list the many reasons and argue points made in the Final Determination:

- 1) One glaring inaccuracy provided by the Postal Service in their two letters to the residents is that Worthington is 1.8 miles away and Idamay is 1.6 miles away. Worthington is actually 3.4 miles from Carolina and Idamay is 3.1. **This is significant since there is one main way in and out of town and the residents drive one mile down the steep Carolina Hill just to get to Route 218.** Only after that do we travel a few miles in either direction to get to Worthington or Idamay. Obviously, the distance was miscalculated.
- 2) We believe that we are a unique community in that our town is not even a throughway. We are isolated on a hill and the way into town is up the very steep Carolina Hill, which is reputable for being very treacherous in the winter. It is a

big factor in the travels of many of our residents, especially senior citizens. **Please note that Carolina is a community heavily populated with senior citizens.** In winter, often times our snow-covered hill is not even treated in a timely manner by the State Road, especially when school is called off (which can be quite often). This delays many trips out of town, especially for our senior citizens or residents that have no vehicles (and there are several). The main road off Route 218 could be clear and Carolina Hill can remain snow-covered for days. This is a huge factor for consideration if we residents are expected to have to go to the Post Office for any reason, many which I will cover in my next points.

3) We are promised by the law that we will get effective Postal Service. Yet how do we get more effective service than the face-to-face transactions in “real” time we are getting now with an office in which we can all easily walk?

- Unless we anticipate meeting a carrier on his route, certified and registered letters (accountable mail) will either have to be picked up the next day after we sign for them, (not very timely), or at The Worthington Post Office. Will the driver come to each of our houses—doubtful. When we walk into our office now, the clerk hands us our retrieval slip and we sign for our letter or packages and receive them right THEN and it is just that simple. There is no way it could be that simple with route delivery unless we are lucky enough to intercept the driver!
- We have a main road through town, however most residents live on Streets 1st through 7th, with those roads going straight uphill. There is also 8th Street, Maple Street and Pine Street to consider, and they are also offshoots of the main road. These roads are sometimes impassable with a snowfall and a rural route driver will not be traveling the multiple side streets in Carolina (where the majority of people live), in the wintertime, *if ever*. Isn't that correct? Will a route driver be traveling up and down every street in Carolina, in any weather, to try and obtain signatures for accountable mail or to drop off oversize packages? We don't think so!
- When we need money orders or stamps, we will have to leave money for the carrier in our boxes, however, what if he has already left for the day? That means waiting another day or making another trip down the road in our vehicles, **whereas everyone in town could easily walk to the Carolina Post Office**. It is inconceivable that anyone would walk to the Post Offices in Idamay or Worthington and with gas prices, why should we ever have to leave town just to go to a Post Office or have to wait until we are going out of town to mail or pick up something? Accountable mail to be picked up and packages over 13 ounces would have to be taken to the neighboring offices as well. We can't leave all of our packages on our porches for the carrier, can we? Again, most residents are older and Click and Ship from the Internet will not be a viable option for them.
- If you will refer to many of the residents' letters (many of them written to Charleston, WV), you will see that some of our seniors main concerns are their prescription medications. Not only do they worry about their safety, **as vandalism occurs quite often in our community**, but the fact that

cluster boxes don't provide temperature control like our current Post Office. In extreme heat or cold this could be harmful to our medications, especially if they will be out in the elements if a resident weren't able to retrieve their mail in a timely manner.

- Another concern is going to the Worthington Post Office (the hub that I understand our carrier will work from, as opposed to the Idamay office). We would have to go here for any type of service (to retrieve mail or our packages that the rural driver won't/can't deliver) and the parking situation there is inadequate and hazardous, especially for the handicapped. **There are many that use the easily accessible handicapped space in Carolina**, but Worthington provides theirs on a very busy two-way street just outside the office. Their parking situation for the handicapped is dangerous on that busy stretch of road and that is a huge concern of the residents. The smaller lot below the office may be less dangerous (although I doubt it is very clear from snow removal in the winter), however there is no handicapped parking in that area. With the extra traffic from our residents, traffic would be even more congested on this street, where customers park on both sides of it. Our other choice is to go to Idamay for mail deliver, however, we would then have to pay box rent, another bad choice for many of the residents who are on a fixed income.

4) In the Final Determination it is noted that our postmaster retired and our revenue has dropped in the Carolina office. However, it was well-known that our postmaster retired after *40 years of service from the post office*. I would imagine that the clerks that have since replaced her don't make the salary of a 40-year veteran, which would most likely even out in the ratio of payroll to revenue. Can this be confirmed or denied? The letter implies that the office lost money but it would seem that they had to be saving more than they are losing because of the differences in salaries. Also, the Carolina Improvement Association, Greater Marion Public Service District, Carolina Head Start, Shiloh Baptist Church and Carolina Methodist Church deal exclusively with our office.

5) On April 21, 2011, it says a representative came to the post office to answer questions and provide information to the customers. As the 70 customers on the lawn can attest, **no questions were answered adequately and no information was provided that wasn't stated in the initial letter!** We were provided with a generic response that "this office is under study."

6) As for the financial analysis, I question how that study was done. Was it an arbitrary week during the year or was it a running average of the sales of several weeks/months (which would be more indicative of an accurate financial picture). I would like to be provided with this information,

although according to the law that should have no bearing on the closing of the office.

We are a town with a population of 411 residents as of the 2010 U.S. Census. **Note that the majority of the box holders have signed this letter.** Again, we are heavily populated with senior citizens. As for the Postal Service mentioning we have no postmaster, a less populated neighboring community doesn't have a postmaster either; however, they are not targeted for closing.

Carolina residents were provided opportunities to write letters in behalf of saving the Post Office and many did. However, by the time the third letter was requested to be written to the Postal Commission in order to save this office, most residents, *however angered by this decision*, had given up to the point that they thought it would no longer do any good. The ones that did persist received letters that told them, ONCE AGAIN, to file online or write yet another letter in order for it to be counted. Why wasn't the Postal Service/Postal Commission upfront with this information? Isn't this the exact intention of the higher-ups in the Post Office with their uninformative meetings and countless requests to send in letters of concern? To psychologically wear out the people until they give up? This is not only a community of senior citizens but it also has a share of people with low incomes. Not everyone has access to a computer and even the ones that do may not be able to navigate the site to file online.

I speak on behalf of many of my neighbors when I say that **we vigorously protest this closing**. Again, **at the April meeting, 70 of the townspeople showed up in the middle of the afternoon and on a weekday only to be given no adequate answers and no reasons for the closing of this office.** Why then, would you expect them to continue a letter writing campaign in hopes that it would be heard, when a human being on the front lawn of the Carolina Post Office practically dismissed every comment that was being aired? No question was answered to anyone's satisfaction!

Enclosed you will find a petition that lists the signatures of those that share these concerns and want our comments posted for the official record and WE ARE ALL requesting a waiver from filing electronically. The citizens of Carolina are entitled to the same **efficient** postal service provided to our counterparts in urban areas. *It is the law.* WE DON'T BELIEVE THAT CLUSTER BOXES AND A ROUTE DRIVE WILL EFFICIENTLY SERVE OUR NEEDS AND WANT TO KEEP OUR POST OFFICE SERVICE AS IS.

Sincerely,


Jack Fuller

EnclosuresS

Regarding Docket A2011-95: The undersigned would like to request a waiver of signature from filing electronically to the US Postal Commission, opposing the closing of the Carolina, WV Post Office.

PETITION NOT TO CLOSE THE CAROLINA, WV POST OFFICE

We, the citizens and customers of the Carolina Post Office, hereby protest the closing of this office. We have many concerns, among them the sanctity of the mail and the inconvenience your proposal present to us in delivering to cluster boxes, particularly accountable mail. Citing the Law in U.S. Code Title 39, Section 101b, "The Postal Service shall provide a maximum degree of effective and regular postal service to rural areas, communities, and small towns where post offices are not self-sustaining. **No small post office shall be closed solely for operating at a deficit, it being the specific intent of the Congress that effective postal service be insured to residents of both urban and rural communities.**" We do not feel your proposal addressing our concerns meet the criteria.

Print Name	Address	Signature
Gene & Julie Hart		Gene & Julie Hart
Ben & Elaine Reynolds		Ben & Elaine Reynolds
ROBERT BONASSO		Robert Bonasso
Theresa Dennis		Theresa Dennis
Renee Gaines		Renee N. Gaines
David Weisner		David Weisner
Jack A. Fuller		Jack A. Fuller
JEFFREY T. ELYSON		Jeffrey T. Elyson
Mary & Peter Calkins		Mary & Peter Calkins
Rocky Hickman		Rocky Hickman
James M. Hightower		James M. Hightower
Charlotte Brown		Charlotte Brown
Margaret H. Black		Margaret H. Black
Ruth Mabury		Ruth Mabury
Darrell Mabury		Darrell Mabury
David Starkey		DAVE STARKEY
Jerry Lee		Jerry Lee
Marilyn Sandy		Marilyn Sandy
Darryl Fisher		Darryl Fisher
TIM & BARBARA BARTHO		Tim & Barbara Bartho
Clara Cox		Clara Cox
Robert Aschcraft		Robert Aschcraft
Ronald J. Daniel		Ronald J. Daniel
Charles Masteller		Charles Masteller
Michael Anderson		Michael Anderson

Print Name	Address	Signature
ANN RIFFLE		ANN RIFFLE
STEVE GOLF		Stephen D. Golf
Kevin Herron		Kevin Herron
Patricia Herron		Patricia Herron
Julie Herron		Julie Herron
KEVIN HINES		KEVIN HINES
Sylvester Miller		Sylvester Miller
EVA MIRONI		EVA MIRONI
Kathleen Simon		Kathleen Simon
MAURICE JEFFERSON		MAURICE JEFFERSON
MIMI JEFFERSON		MIMI JEFFERSON
Corrina Marbury		Corrina Marbury
Willie Marbury		Willie Marbury
John A. Oliverio		John A. Oliverio
Misty Heston		Misty Heston
Crystal Sanson		Crystal Sanson
Tom Jones		Tom Jones
Sharon Cottrell		Sharon Cottrell
RYAN COTTRILL		RYAN COTTRILL
Ruth E. Lemley		Ruth E. Lemley
JACK R. LEMLEY		JACK R. LEMLEY
JASON TENANT		JASON TENANT
Nikki Tenant		Nikki Tenant
Jannie Hamrick		Jannie Hamrick
HARLIE BAYLOR		HARLIE BAYLOR
Willie Marbury		Willie Marbury
Charlotte Marbury		Charlotte Marbury
CLAREN TURNER		CLAREN TURNER
Meghan Skee X		Meghan Skee X
B.W. Daniel		B.W. Daniel
Carl Mc Cormick		Carl Mc Cormick
Carl Mc Cormick		Carl Mc Cormick
FRED FORD		FRED FORD
Tom & Kim Ice		Tom & Kim Ice
Evonne Fandall		Evonne Fandall
Valerie Koldes		Valerie Koldes
Lou Koldes		Lou Koldes
Amarda Simon		Amarda Simon
PAUL ELLISON		PAUL ELLISON
FRANKIE JONES JR		FRANKIE JONES JR
Tracy Lantier		Tracy Lantier
Terry Lantier		Terry Lantier
EVAN ICE		EVAN ICE

Print Name	Address	Signature
Tametta James		Tametta James
Lamar James		Lamar James
Kenny James		Kenny James
Devin Miller		Devin Miller
Taria Miller		Taria Miller
Mendell Miller		Mendell Miller
Elaine Reynolds		Elaine Reynolds
Ben Reynolds		Ben Reynolds
Charlotte Marking		Charlotte Marking
Steven Turner		Steven Turner
Megan Spoon		Megan Spoon
Ida Starks		Ida B. Starks
Shiloh Baptist Church		Ida B. Starks "Trustee"
Carrie Gentry		Carrie Gentry
Richard Gentry		Richard Gentry
Otholeon Thomas		Otholeon Thomas
Beth Bolden		Beth Bolden
Evelyn Smith		Evelyn Smith
Charles Miller		Charles Miller
Lanier Weatherston		Lanier Weatherston
William Hairston		William Hairston
Harry Steptoe Sr		HARRY STEPTOE SR
FRANK L STARKS		FRANK L STARKS
ANTHONY STARKS		ANTHONY STARKS
Winford Hairston		Winford Hairston
Marcus Lewis		Marcus Lewis
William Howard		William Howard
Howard James		Howard James
Tanya Brown		Tanya Brown
Ethel Taylor		Ethel M. TAYLOR
Calvin Shoop		Calvin Shoop
Melba Shoop		Melba Shoop
Kylea Smith		Melba Shoop
Melba Smith		Melba Shoop
Christian Smith		Melba Shoop
Kyle Smith		Melba Shoop
Tiffany Christopher		Tiffany Christopher
Lois Sarsfield		Lois Sarsfield
Tammy Cochran		Tammy Cochran
Christina Elkhart		Christina Elkhart
Jaret Grooms		Jaret Grooms
Beverly Brown		Beverly Brown

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Print Name	Address	Signature
RONALD JONES		Ronald Jones
Ida B. Hall		Ida B. Hall
Rev. in Charge, Centria		Rev. in Charge, Centria
Orren Williams		Orren Williams
Paul M. Jones		Paul M. Jones
William J. Jones		William J. Jones
Jim Bearden		Jim Bearden
Wm. D. Diddle		Wm. D. Diddle
Sharon Martin		Sharon Martin
Bill Taylor		Bill Taylor
Sandra Moore		Sandra Moore
Madonna Galford		Madonna Galford
Brian Galford		Brian Galford
DASON Cawyer		DASON Cawyer
Kenia M. Lohia		Kenia M. Lohia
Sherry Mayle		Sherry Mayle
Atty. Gen.		Atty. Gen.
David W. Cook		David W. Cook
KAREN FAIR		KAREN FAIR
Clance Menzies		Clance Menzies
William Young		William Young
Patricia Bayley		Patricia Bayley
STEVE MAYLE		STEVE MAYLE
Christine S. Hall		Christine S. Hall
LINDA CAMPBELL		LINDA CAMPBELL
Arthur M. 115		Arthur M. 115
Frank Y. ICE		Frank Y. ICE
Debra Bearden		Debra Bearden
James Hill		James Hill
Carl A. Hume		Carl A. Hume
Joey Hartley		Joey Hartley
Dev. 6014 550		Dev. 6014 550
Tracy Robinson		Tracy Robinson
ROGER RAINES		ROGER RAINES
VICKI RUSSELL		VICKI RUSSELL
Ronald Gere		Ronald Gere
Shannon Gere		Shannon Gere
Shawn Heater		Shawn Heater
Lynda Tylor		Lynda Tylor
Denise Ruff		Denise Ruff
JAMES Lamkin		JAMES Lamkin
DEE BOWASSO		DEE BOWASSO

Print Name	Address	Signature
Susan Martin		SUSAN MARTIN
Brandon Martin		BRANDON MARTIN
Quinn Smith		Quinn Smith
V. S. Lott, M.D.		
MA Tek, El		MA Tek, El
Tyler Price		Tyler Price
Jim MATTHEWS		Jim Matthews
FRED B. BOGG		FRED B. BOGG
Nelda J. Hahn		Nelda J. Hahn
James Hahn		James Hahn
George W. Brinkman		George W. Brinkman
Dale Wilson FBSH		Dale Wilson
RAIP LIT		RAIP LIT
Teresa Williams		Teresa Williams
Tanya Frashum		Tanya Frashum
CHAZ S. ST		CHAZ S. ST
Forrest Justice		Forrest Justice
Regina Miller		Regina Miller
Louise Rumbert		Louise Rumbert
JOE K. HINES		JOE K. HINES
Ben Colisino		Ben Colisino
Jimmy Martin		Jimmy Martin
Diane Hawk		Diane Hawk
Robert Susan Roberts		Robert Susan Roberts
Felicia Lawrence		Felicia Lawrence
Umaria Collins		Umaria Collins
DAVID Ashli		DAVID Ashli
HARRY Colisino		HARRY Colisino
Carol Brooks		Carol Brooks
Forrest Justice		Forrest Justice
Harry Schwartz		Harry Schwartz
Charles G. Hays		Charles G. Hays
Kamala Hays		Kamala Hays
Johanna Bengert		Johanna Bengert
Jennifer L. Bishop		Jennifer L. Bishop
Ryan W. Bishop		Ryan W. Bishop
Dawn DePasci		Dawn DePasci
Melanie Sisk		Melanie Sisk
Nancy DeBora		Nancy DeBora
Don Miller		Don Miller
Kim Lee		Kim Lee
Cathy Moore		Cathy Moore

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